

**USDC eCHART**  
**Product Number: 4301.10.15****USDC eCHART**

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The USDC eChart system is the primary tool used at the Utah State Developmental Center (USDC) for case management, medical and professional noting/ordering, and support of ongoing interdisciplinary active treatment programs. The USDC eChart product also comprises the Electronic Medical Record (EMR) and related applications used by Utah State Developmental Center (USDC) within the Department of Human Services. It provides primary business operations for approximately 600 employees in a 7 x 24 x 365 Intermediate Care Facility for People with Intellectual Disabilities (ICF/ID). This Product Description provides information on the application support and maintenance of this system.

The remainder of this document provides information unique to this application. Please refer to the USDC Application Maintenance and Enhancement product description for more general information that applies to all applications supported by DTS-USDC.

**Hours of Support**

Application	Support Hours	Days of Week
USDC eChart	24 hours, except for application development	All days.  Downtime maintenance window is Thursday from 4:00 a.m. to 5:45 a.m.

**Product Features and Descriptions**

Feature	Description
Admission, Discharge, Transfer	Allow online, real-time admission, discharge, and inter-unit transfer of individuals.
Noting	Provide real-time entry and access to all treatment notes.

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Medical Orders	This module provides a way for medical practitioners to create General Medical Orders, Chart Checks, Urgent Care, and Psychotropic One-Time Orders. Nurses can enter Verbal Orders which are noted-off by the doctor or nurse practitioner. Prescription orders are included in these Medical Orders.
Evaluations	Various types of template-based evaluations are provided including, but not limited to Admission/Discharge Summaries, Annual Physical Exams, Behavior Support Plans, Professional (i.e. Dietary, Physical Therapy) Evaluations, Assessments, Case Studies, etc. Many of the evaluation fields are pre-filled by eChart in order to assist the user.
Person Centered Plan (PCP)	Allows creation, modification, and tracking of an individual's plan for active treatment, including readiness for discharge and discharge planning.
Legal	Tracks legal issues, schedule, and status for individuals.
Incident Tracking (PIRS)	Tracks accidents, errors, and incidents affecting individual care.
Demographics	Tracks individual information, address, family, guardian, and other relationships, etc.
Individual Leave and Census	Manages individual leave outside USDC (medical leave, home visits, etc.) and the daily census.
Task List	Workflow and productivity tool that alerts staff to items or activities requiring their attention (noting, medication sign-off, etc.).
Code Tables	Allows user management of reference and lookup tables used throughout eChart.
Clinic Scheduling	Schedule clinical appointments for individuals. Provides a way to track when individuals are due for medical exams and clinics.
Billing	Medical Order Billing module provides a workflow for the business office to review medical orders and track the billing status.
Reports	Various types of reports are provided in order to track active treatment programs, incidents, census, etc.
Forms	Active Treatment Surveys, Meal-Time Observations, Environmental Checklists and Title XIX Surveys are provided to track core program measures.
eSecurity	Group, role, and authorization management to control user access to eChart data and functionality.
PIN Management	Manages "two-factor" authentication PIN setup required by certain features in eChart.
Auto Actions (Workflow manager)	Back-end process that sends emails and creates documents according to user-defined rules and flows.
Purchasing	Tracks requests and approvals for USDC purchases. Generates USDC Purchase Orders.
eStaff	Staff management application that tracks personnel position, certifications, inventory, supervisory chain, etc.
Interfaces	Allows data input or extract via MS Access or similar tool, including:

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	<ul style="list-style-type: none"> <li>• HR office (HR tracking and reporting)</li> <li>• HRE extract (imports HR data)</li> <li>• Fleet (imports list of drivers authorized to drive state vehicles)</li> <li>• Timevue (imports punch in/punch out data from time clocks)</li> <li>• State Online Training (SOTA) class completion (import)</li> <li>• HL7 interface to CareFirst Pharmacy and Intermountain Healthcare</li> </ul>
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## Features Not Included

Feature	Explanation
Application Help Desk	DTS support does not include a front-line application help desk. This is handled through the Business Analysis/IT Support office.
User Training	DTS support does not include the updating of user training manuals or user training. The IT Support office provides this service.

## Ordering and Provisioning

Changes are submitted, approved, and prioritized at the USDC Steering Team Meeting (eChart Development Committee Meeting). When approved, these requests are entered into RedMine and the Business Analyst Supervisor and IT Manager coordinate on release definition and deployment dates. Once changes have been coded, tested, and approved, they are migrated into production during the normal release cycle.

## DTS Responsibilities

Perform first-round testing of builds before submitting for QA testing.

Communicate build and deployment plans to QA.

Deploy eChart builds to production within the established maintenance window of 4 a.m. to 5:45 a.m. on Thursdays. Coordinate and approve exceptions with USDC.

Provide management and administration of 3<sup>rd</sup> party applications that support the DTS development and change management processes. These include Subversion, PowerBuilder, .NET, Java, and RedMine environments.

Perform troubleshooting, research, and ad hoc (back-end) database reporting as requested.

## Agency Responsibilities

Make code table changes required by enhancements and other approved changes for eChart builds.

Prioritize change requests or new features and document requested delivery dates and external constraints.

Provide business requirements for new features and changes that are of sufficient detail to facilitate DTS' design and creation of software that meets the business objectives.

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Use RedMine to document and submit enhancement/change requests and report problems found during testing. Update status on issues assigned to USDC personnel.

Evaluate the quality of each build and give final approval to deploy the release.

Create and distribute release notes to inform USDC users of changes in new releases.

Provide application help desk support for USDC staff. If there are issues requiring DTS support, contact the DTS Help Desk.

Update training and help materials to reflect changes being made to the application. Train USDC users as necessary for deployments of new releases.

Approve database failover from the Salt Lake data center to the Richfield data center in case of disaster or other failure. This decision will be made in conjunction with DTS, but must be approved by USDC.

**DTS Service Levels and Metrics**

eChart is required to be available 24x7x365 except for the approved maintenance window of 4:00 a.m. to 5:45 a.m. Thursday mornings. USDC provides first-line help desk Monday through Friday from 8:30 a.m. to 5:00 p.m.

Database maintenance, network changes, upgrades, etc. should be performed during this Thursday window unless previously coordinated and approved with USDC.

The production eChart database will be replicated to the Richfield data center with a maximum 30 minute time lag/data loss. If a failover occurs, DTS will coordinate and plan with USDC the "failback" to normal operations at the Salt Lake data center. USDC understands that the failback will be performed as quickly as possible, but may not fit within the scheduled one hour 45 minute maintenance window due to the size of the database and other factors.

eChart builds include the functionality defined for that build (version) in RedMine. Historical build information will be kept in RedMine for a minimum of one year from release date.

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

**Application Availability:**

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at

<http://dts.utah.gov/metrics/index.php>.

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Metric Description	Target
eChart	99.9% of the network's 24 hour availability. Application support will be provided during regular business hours Monday – Friday 8:00 a.m. to 5:00 p.m. This does not include approved, scheduled maintenance. If the eChart application is deemed unusable to the end user for any reason, (i.e. the SQL Server is unresponsive, the Novell Server is down, etc.) the application is unusable by the end user and is considered down.

**Resolution Time:**

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority - 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

**Initial Response:**

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85 %
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

**First Contact Resolution:**

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by

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agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

**Customer Satisfaction Surveys and Reporting:**

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

**Customer Satisfaction Target:**

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied

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